

ATTACHMENT 24



902 Wasco Street
Hood River, Oregon 97031-3103

December 4, 2002

Mr. Peter G. Wolfe (3-A101)
Senior Attorney
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission
Room 3-A101
445 12th Street, S.W.
Washington, DC 20554

RECEIVED - FCC

DEC - 6 2002

Federal Communication Commission
Bureau / Office

Re: Bessie Goodbrake
Type: SLAM
Notice of Inquiry Dated: November 20, 2002
Date Response Due: December 2, 2002

Dear Mr Wolfe:

Sprint Missouri, Inc., d.b.a. Sprint, offers the following information in response to the inquiry conducted by the Enforcement Bureau of the Federal Communications Commission (FCC). The inquiry relates to the practices in question for the unauthorized conversion of the preferred carrier of Bessie Goodbrake in care of Sylvia Jane Stack, 660-885-3139, for the period from April 1, 2002 to the present.

Sprint's records indicate two changes for the period from April 1, 2002, to the present. The responses are identified by 1 a-d and 2. a-d

1.a Specify the name of the carrier who submitted or executed the change.

1.a. Response: Qwest Communications Corp. (0432) submitted the change request and Sprint local executed it.

1.b. Specify the nature of the service(s) changed, e.g., local exchange, intraLATA/intrastate toll, interLATA/interstate toll, interstate toll, international, and provide the precise date (month/day/year) that each change was submitted or executed for this consumer.

1.b. Response: Both the intraLATA and interLATA toll were changed to Qwest Communications Corp. (0432) on April 17, 2002, canceling MCI (0222) for interLATA toll and Sprint Local (0000) for intraLATA toll. (See Attachment A.)

1.c. State who authorized the change in service and the manner in which the authorization was made, and provide all documents and information relating to the authorization.

1.c. Response: The change was made pursuant to receipt of a CARE record (electronic record) from Qwest Communications Corp. (0432). (See Attachment A.)

1.d. Specify the exact amount of all charges billed to the consumer's account and the exact amount of any adjustments, credits, refunds or other type of financial reimbursement that were given to the complainant. Also specify any charges Sprint or any subsidiaries or affiliates may have billed the consumer for changing carriers, and whether these charges were adjusted or refunded. If no adjustments or refunds were made, explain why the charges were sustained.

1.d. Response: Sprint's records indicate the customer was billed by USBI, on behalf of Business Options Inc., \$17.82 which included taxes, the universal service fund and monthly service fees dated April 24 and May 2, 2002. On June 13, 2002, Sprint issued a \$19.03 credit adjustment by returning the charges to USBI. Sprint Local billed a carrier change fee of \$2.50 which appeared on the customer's May 8, 2002, bill. Sprint Local issued a credit adjustment of \$2.50 for the carrier change fee on November 27, 2002. (See attached bill copies and Attachment D.)

2.a. Specify the name of the carrier who submitted or executed the change.

2.a. Response: Sprint Long Distance (0333) submitted the change request and Sprint local executed it

2.b. Specify the nature of the service(s) changed, e.g., local exchange, intraLATA/intrastate toll, interLATA/interstate toll, interstate toll, international, and provide the precise date (month/day/year) that each change was submitted or executed for this consumer

2.b. Response: Sprint's records reflect a notation dated May 20, 2002, indicating that the customer was requesting a carrier change to Sprint Long Distance (0333) and to establish the basic rate plan. The notation further indicates that the customer was transferred to third-party verification to complete the transaction. (See Attachment B.) Sprint's records show five orders adding the plan code and the carrier freeze along with the third-party verification codes. (See Attachments C-1 to C-5) On May 23, 2002, the change was made in response to the receipt of a letter of agency (electronic record) from Sprint Long

Distance (0333) changing both the intraLATA and interLATA toll, canceling Qwest Communications Corp. (0432). (See Attachment A.)

2.c. State who authorized the change in service and the manner in which the authorization was made, and provide all documents and information relating to the authorization.

2.c. Response: The customer authorized the carrier change through a verbal contact to Sprint Local on May 20, 2002. The customer was transferred to third party verification and Sprint Local commenced the change after receipt of a CARE record (electronic record) from Sprint Long Distance. (See Attachments A and B.)

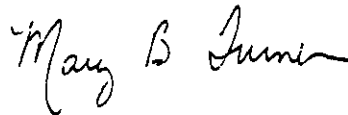
2.d. Specify the exact amount of all charges billed to the consumer's account and the exact amount of any adjustments, credits, refunds or other type of financial reimbursement that were given to the complainant. Also specify any charges Sprint or any subsidiaries or affiliates may have billed the consumer for changing carriers, and whether these charges were adjusted or refunded. If no adjustments or refunds were made, explain why the charges were sustained.

2.d. Response: There were no charges billed by Sprint Long Distance that appeared on the Sprint Local account. Sprint Local billed a carrier change fee of \$2.50 the customer's June 8, 2002 local bill. Sprint Local issued a credit adjustment of \$2.50 for the carrier change fee on November 27, 2002. (See attached bill copies and Attachment D.)

I certify that the foregoing information produced and submitted by Sprint in response to the FCC's inquiry of November 20, 2002 is all of the documentation and information in Sprint's possession, custody and control or knowledge and is true and correct.

Executed this 4th day of December 2002

Sincerely,



Mary Turner
Vice President Service Operations

Enclosures (8)

ATTACHMENT A
Equal Access History

TCSI- 0105 IXC- 0432 JI- B PICC- RSLR- SRC- L SLCTN- C AUTHDT- 04/16/02
AC CRT- 04/17/02 AC REF- AC ORD- 162613097 DDD-
AP RCV- 04/17/02 19:16 AP ACTV- 04/17/02 19:17 SSNA- PTNA-
SW UPDT- AP RSPN- SWSRC- CHGIND- 0
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 2206 IXC- 0222 JI- E PICC- RSLR- SRC- C SLCTN- C AUTHDT- 04/16/02
AC CRT- 04/17/02 AC REF- AC ORD- DDD-
AP RCV- 04/17/02 19:16 AP ACTV- 04/17/02 19:17 SSNA- Y PTNA- Y
SW UPDT- AP RSPN- 04/18/02 00:38 SWSRC- CHGIND- 2
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 2206 IXC- 0000 JI- A PICC- RSLR- SRC- C SLCTN- C AUTHDT- 04/16/02
AC CRT- 04/17/02 AC REF- AC ORD- DDD-
AP RCV- 04/17/02 19:16 AP ACTV- 04/17/02 19:17 SSNA- Y PTNA- Y
SW UPDT- AP RSPN- SWSRC- CHGIND- 2
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 2813 IXC- 0432 JI- B PICC- 1 RSLR- SRC- L SLCTN- C AUTHDT- 04/16/02
AC CRT- 04/17/02 AC REF- AC ORD- 162613097 DDD-
AP RCV- 04/17/02 19:16 AP ACTV- 04/17/02 19:17 SSNA- Y PTNA- Y
SW UPDT- AP RSPN- 04/17/02 23:22 SWSRC- CHGIND- 2
INTERST- 2.50 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 2004 IXC- 0432 JI- B PICC- 1 RSLR- SRC- L SLCTN- C AUTHDT- 04/16/02
AC CRT- AC REF- AC ORD- 162613097 DDD-
AP RCV- 04/17/02 19:16 AP ACTV- 04/18/02 07:01 SSNA- Y PTNA- Y
SW UPDT- 04/18/02 04:08 AP RSPN- 04/18/02 22:59 SWSRC- CHGIND- 2
INTERST- 2.50 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 0105 IXC- 0333 JI- B PICC- RSLR- SRC- L SLCTN- C AUTHDT- 05/23/02
AC CRT- 05/23/02 AC REF- 4726087000 AC ORD- 0205230221 DDD-
AP RCV- 05/23/02 05:46 AP ACTV- 05/23/02 09:41 SSNA- PTNA-
SW UPDT- AP RSPN- SWSRC- CHGIND- 0
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 2206 IXC- 0432 JI- B PICC- RSLR- SRC- L SLCTN- C AUTHDT- 05/23/02
AC CRT- 05/23/02 AC REF- AC ORD- 162613097 DDD-
AP RCV- 05/23/02 05:46 AP ACTV- 05/23/02 09:41 SSNA- Y PTNA- Y
SW UPDT- AP RSPN- 05/23/02 23:05 SWSRC- CHGIND- 2
INTERST- .00 INTRAST- .00 INTRALT- 00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 2813 IXC- 0333 JI- B PICC- 1 RSLR- SRC- L SLCTN- C AUTHDT- 05/23/02
AC CRT- 05/23/02 AC REF- 4726087000 AC ORD- 0205230221 DDD-
AP RCV- 05/23/02 05:46 AP ACTV- 05/23/02 09:41 SSNA- Y PTNA- Y
SW UPDT- AP RSPN- 05/23/02 15:08 SWSRC- CHGIND- 2
INTERST- 2.50 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 2004 IXC- 0333 JI- B PICC- 1 RSLR- SRC- L SLCTN- C AUTHDT- 05/23/02
AC CRT- AC REF- 4726087000 AC ORD- 0205230221 DDD-
AP RCV- 05/23/02 05:46 AP ACTV- 05/23/02 12:02 SSNA- Y PTNA- Y
SW UPDT- 05/23/02 10:39 AP RSPN- 05/23/02 15:08 SWSRC- CHGIND- 2
INTERST- 2.50 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI-

TCSI- 0105 IXC- 0333 JI- A PICC- RSLR- SRC- R SLCTN- O AUTHDT- 05/24/02
AC CRT- AC REF- AC ORD- DDD-
AP RCV- AP ACTV- 05/24/02 20:10 SSNA- PTNA-
SW UPDT- AP RSPN- SWSRC- CHGIND- 1
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI- C

TCSI- 2706 IXC- 0333 JI- A PICC- RSLR- SRC- R SLCTN- O AUTHDT- 05/24/02
AC CRT- AC REF- AC ORD- DDD-
AP RCV- AP ACTV- 05/24/02 20:10 SSNA- Y PTNA- Y
SW UPDT- AP RSPN- 05/24/02 23:58 SWSRC- CHGIND- 1
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI- C

TCSI- 0105 IXC- 0333 JI- E PICC- RSLR- SRC- R SLCTN- O AUTHDT- 05/24/02
AC CRT- AC REF- AC ORD- DDD-
AP RCV- AP ACTV- 05/24/02 20:10 SSNA- PTNA-
SW UPDT- AP RSPN- SWSRC- CHGIND- 1
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI- C

TCSI- 2706 IXC- 0333 JI- E PICC- RSLR- SRC- R SLCTN- O AUTHDT- 05/24/02
AC CRT- AC REF- AC ORD- DDD-
AP RCV- AP ACTV- 05/24/02 20:10 SSNA- Y PTNA- Y
SW UPDT- AP RSPN- 05/24/02 23:58 SWSRC- CHGIND- 1
INTERST- .00 INTRAST- .00 INTRALT- .00 PRSBSC- 660 885-3139 020
LSPID- NPI- DCIC- MI- C

6

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12/04/02 18:46:51    SUSPENSION RESTORAL SYSTEM    SR020A01/044 F009
NOTATION SCREEN
NPA COC LINE CUS          BILL CYCLE TOTAL DUE SRS STATUS
660 885 3139 020          08      -5.15
BILLING NAME BESSIE GOODBRAKE
A  DATE                      FOLLOW-UP
C ENTERED EID              COMMENTS/NOTATIONS              DATE  RET

```

A 12-04-02

11-27-02 JJW ADJ; ISSUD 5CR PIC FEES APR & MAY BLS.CUST
CLAIMS SLAM BY QWEST.FCC INQUIRY CASE CLOSED.
JULIA EXEC SRVCS

11-20-02 FEX OTH; FCC COMPLAINT REGARDING UNAUTHORIZED
CHANGES ON ACCOUNT. LEON NO.1018292 JULIA
WILLIAMS, EXEC. OFFICES, 541-387-9773.

08-13-02 782 DI INACTIVE; \$17.82;DISP BI DT 2002-05-08
, DISP TYPE TL
; REF# ;DISP REA
, IXC 0556

06-13-02 OBO DOC, ISSUED CREDIT FOR USBI EXC 0556 CHRGs ON
05-08-02 BILL ADJD \$17.82

06-13-02 OBO DI; \$17.82 ; DISP BI DT 05/08/2002, DISP T
 YPE TOLL ; REF#
 ; DISP REA OTHER
 , IXC 0556

05-20-02 E46 OTH; PER MRS CHANGED LD TO SPRINT AND ADDEE
BASIC RATES TRANSFERD TO 3VP

R820199 CLTN SO500A01/003 ***
 ARCHIVAL ID: 05/21/02
 0.00 R 660-885-3139 020 E46 00 UUV879A 0728
 05-20-02 05-20-02

7

ATTACHMENTS C-2
Service Order Activity
Relating to third-party verification

R820248 CLTN SO500A01/003 ***
ARCHIVAL ID: 05/22/02
0.00 R 660-885-3139 020 00 #FTPNCR N07280
05-21-02

- LIST
LN GOODBRAKE, BESSIE
LA 509 W ROGERS/COM CLINTON
SA1 /HSN 000509/DIR W/SNM ROGERS/UNIT 114/COMM CLTN/ST MO/EXCH CLTN
- BILL
BN BESSIE GOODBRAKE
BA1 % SYLVIA JANE STACK
BA2 8104 GALE ST
BPO ANNANDALE VA 22003-1226
COAM D
FRTX 2
EMTX 2
TAR 7512
CNTY HEN
COS 11
PRI 001
- RMKS
SI1 DAUGH JANE STACK 703 573-8178
SPSE WIDOW
RMKR1 SON TOM GOODBRAKE 816 885-2330
PSSN 490704469
SD S
I RMKR3 3PV(14286-05202002) LD(ID) LT(ID) LDF(ID) LTF(ID)
CLRT 1237
I WKBY 1M1
- ASGN
NO FACILITIES FOUND

Footnote:

REMARK . 3PV(Pre-Verification #-Month/Day/Year of Verification) LD(Verification Status) LT(Verification Status) LDF(Long Distance PIC Freeze)(Verification Status) LTF(Local Toll PIC Freeze)(Verification Status)

REMARK CODES

LD = Long Distance

LT = Local Toll

LDF = Long Distance Freeze

LSF = Local Service Freeze

LTF = Local Toll Freeze

IY = IVR verification - customer answered YES to change

IN = IVR verification - customer answered NO to change

ID = IVR verification - customer dropped call - sent to Agent verification

AY = Agent verification - customer answered YES to change

AN = Agent verification - customer answered NO to change

PR = Pending Review - Live agents are still reviewing the verification

ATTACHMENT C-3
Service Order Activity
Relating to third-party verification

R820249 CLTN SO500A01/003 ***
ARCHIVAL ID: 05/22/02
0.00 R 660-885-3139 020 00 #FTPNCR N07280
05-21-02

- LIST
LN GOODBRAKE, BESSIE
LA 509 W ROGERS/COM CLINTON
SA1 /HSN 000509/DIR W/SNM ROGERS/UNIT 114/COMM CLTN/ST MO/EXCH CLTN
- BILL
BN BESSIE GOODBRAKE
BA1 * SYLVIA JANE STACK
BA2 8104 GALE ST
BPO ANNANDALE VA 22003-1226
COAM D
FRTX 2
EMTX 2
TAR 7512
CNTY HEN
COS 11
PRI 001
- RMKS
SI1 DAUGH JANE STACK 703 573-8178
SPSE WIDOW
RMKR1 SON TOM GOODBRAKE 816 885-2330
RMKR3 3PV(14286-05202002) LD(ID) LT(ID) LDF(ID) LTF(ID)
PSSN 490704469
SD S
I RMKR3 3PV(14380-05202002) LD(PR) LT(PR) LDF(PR) LTF(PR)
CLRT 1237
I WKBY 1M1
- ASGN
NO FACILITIES FOUND

Footnote:

REMARK 3PV(Pre-Verification #-Month/Day/Year of Verification) LD(Verification Status) LT(Verification Status) LDF(Long Distance PIC Freeze)(Verification Status) LTF(Local Toll PIC Freeze)(Verification Status)

REMARK CODES:

LD = Long Distance

LT = Local Toll

LDF = Long Distance Freeze

LSF = Local Service Freeze

LTF = Local Toll Freeze

IY = IVR verification - customer answered YES to change

IN = IVR verification - customer answered NO to change

ID = IVR verification - customer dropped call - sent to Agent verification

AY = Agent verification - customer answered YES to change

AN = Agent verification - customer answered NO to change

PR = Pending Review - Live agents are still reviewing the verification

ATTACHMENT C-4
Service Order Activity
Relating to third-party verification

R820251 CLTN

SO500A01/003 ***

ARCHIVAL ID: 05/22/02

0.00 R 660-885-3139 020

00 #FTPNCR N07280
05-21-02

- LIST
LN GOODBRAKE, BESSIE
LA 509 W ROGERS/COM CLINTON
SA1 /HSN 000509/DIR W/SNM ROGERS/UNIT 114/COMM CLTN/ST MO/EXCH CLTN
- BILL
BN BESSIE GOODBRAKE
BA1 % SYLVIA JANE STACK
BA2 8104 GALE ST
BPO ANNANDALE VA 22003-1226
COAM D
FRTX 2
EMTX 2
TAR 7512
CNTY HEN
COS 11
PRI 001
- RMKS
SI1 DAUGH JANE STACK 703 573-8178
SPSE WIDOW
RMKR1 SON TOM GOODBRAKE 816 885-2330
RMKR3 3PV(14380-05202002) LD(PR) LT(PR) LDF(PR) LTF(PR)
PSSN 490704469
SD S
I RMKR3 3PV(14380-05212002) LD(IY) LT(IY) LDF(IY) LTF(IY)
CLRT 1239
I WKBY 1M1
- ASGN
NO FACILITIES FOUND

Footnote:

REMARK . 3PV(Prc-Verification #Month/Day/Year of Verification) LD(Verification Status) LT(Verification Status) LDF(Long Distance PIC Freeze)(Verification Status) LTF(Local Toll PIC Freeze)(Verification Status)

REMARK CODES:

LD = Long Distance

LT = Local Toll

LDF = Long Distance Freeze

LSF = Local Service Freeze

LTF = Local Toll Freeze

IY = IVR verification - customer answered YES to change

IN = IVR verification - customer answered NO to change

ID = IVR verification - customer dropped call - sent to Agent verification

AY = Agent verification - customer answered YES to change

AN = Agent verification - customer answered NO to change

PR - Pending Review - Live agents are still reviewing the verification

ATTACHMENT C-5
Service Order Activity
Relating to third-party verification

R820381 CLTN SO500A01/003 ***
ARCHIVAL ID: 05/25/02
0.00 R 660-885-3139 020 1M1 00 #FTPNCR N07280
05-24-02

- LIST
LN GOODBRAKE, BESSIE
LA 509 W ROGERS/COM CLINTON
SA1 /HSN 000509/DIR W/SNM ROGERS/UNIT 114/COMM CLTN/ST MO/EXCH CLTN
- BILL
BN BESSIE GOODBRAKE
BA1 & SYLVIA JANE STACK
BA2 8104 GALE ST
BPO ANNANDALE VA 22003-1226
COAM D
FRTX 2
EMTX 2
TAR 7512
CNTY HEN
COS 11
PRI 001
- RMKS
SI1 DAUGH JANE STACK 703 573-8178
SPSE WIDOW
RMKR1 SON TOM GOODBRAKE 816 885-2330
RMKR3 3PV(14380-05212002) LD(IY) LT(IY) LDF(IY) LTF(IY)
PSSN 490704469
SD S
RMK5 MSG AUTOMATED-ADMINISTERED SMS ORDER-CONTROL ID: 5565395
CLRT 2104
I WKBY 1M1
- S&E
I 1 ASBREST(MSG)/RTN 660 885-3139/DES4 E46/EID E46
- ASGN
NO FACILITIES FOUND

Footnote:

REMARK 3PV(Pre-Verification #-Month/Day/Year of Verification) LD(Verification Status) LT(Verification Status) LDF(Long Distance PIC Freeze)(Verification Status) LTF(Local Toll PIC Freeze)(Verification Status)

REMARK CODES:

LD = Long Distance

LT = Local Toll

LDF = Long Distance Freeze

LSF = Local Service Freeze

LTF = Local Toll Freeze

IY = IVR verification - customer answered YES to change

IN = IVR verification - customer answered NO to change

ID = IVR verification - customer dropped call - sent to Agent verification

AY = Agent verification - customer answered YES to change

AN = Agent verification - customer answered NO to change

PR = Pending Review - Live agents are still reviewing the verification

Monthly statement: April 8, 2002

1 of 4

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Fast Facts

Date Due:

May 6, 2002

Total Due:

\$21.71

Your Complete

Satisfaction Is Our Goal

At Sprint, your satisfaction is at the core of everything we do. We've listened to what you want and we're committed to offering the right products, providing superior service, and supporting our communities.

Customer summary

Previous charges	21.66
------------------	-------

Payment	March 22 - Thank you!	-21.66
---------	-----------------------	--------

Balance	.00
---------	-----

Current month charges	21.71
-----------------------	-------

Total amount due	\$21.71
------------------	---------

Current month charges

Sprnt local services page 3 21.71

Total current month charges	\$21.71
------------------------------------	----------------

Carrier selections

Local toll Sprint

Long distance MCI



Please recycle

NNNNNYNY 4

Please return this portion with payment



Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Date due May 6, 2002

Total amount due	\$21.71
------------------	---------

\$23.61 if received after May 8

Amount enclosed

Write your 13-digit customer number on check.
Make checks payable to



AUTO CR**C052

BESSIE GOODBRAKE
% SYLVIA JANE STACK
8104 GALE ST
ANNANDALE VA 22003-1226

Sprint
PO Box 219505
Kansas City MO 64121-9505



07 66088531390207 000000000002171 000021719 0215808

12

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Important Information

State and federal regulatory news concerning your communication services.

t - Truth-in-Billing

State and federal rules require identification of specific charges that may result in interruption of local phone service if not paid (t). Other services and equipment are available to customers as an added value, but are not required to provide your local phone service. Customers are responsible for the full amount due for any services requested. Please review your bill and notify Sprint of any unauthorized charges or changes to your account.

Important Information continued page 4

Get the latest news from Sprint!

Would like to receive e-mails advising me of updates to my account and other important information?

Send information to

Name

E-Mail Address

Monthly statement: April 8, 2002

3 of 4

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Sprint Local Services

Summary of charges: April 8 - May 7

Local services for 660-885-3139	11.57
Taxes and surcharges	10.14
Total Sprint local services	\$21.71

Detail of charges: April 8 - May 7

Local services for 660-885-3139	
Local phone service	11.42
Extended calling area	.15
Total local services for 660-885-3139	\$11.57

Taxes and surcharges

Interstate access surcharge	5.00
For an explanation of the interstate access surcharge please call 1-800-938-1172	
Telecommunications relay surcharge	.09
For an explanation of the telecommunications relay surcharge please call 1-800-938-1172	
Federal universal service fund	.50
For an explanation of the federal universal service fund please call 1-800-938-1172	
Number portability surcharge	.48
For an explanation of the number portability surcharge please call 1-800-938-1172	
Emergency 911 surcharge	1.71
Federal tax	.55
State tax	.74
Local tax	.38
County tax	.09
Franchise tax	.60
Total taxes and surcharges	\$10.14

Change in Service

For your convenience this section of your bill is provided to easily identify any changes to your Sprint local service account since the last billing statement, and to confirm your carrier selections

Summary for 660-885-3139

Current carrier selections	Confirmation
Local toll Sprint	no change
Long distance MCI	no change

§ - see page 2 for explanation

Monthly statement: April 8, 2002

4 of 4

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Important Information

State and federal regulatory news concerning your communication services.

Increases in federal Universal Service Fund (USF) charge

As a result of an increase in the Federal Universal Service Fund, the monthly charge for the Fund will increase from \$0.45 to \$0.50, effective for telecommunications services billed on or after April 2, 2002. This federally approved Fund helps keep local phone service affordable for all people and gives a discount to schools, libraries and low-income families. You can find all of these updated charges in the "Taxes and surcharges" section of your local bill. For additional information, please call the customer service number listed at the top of this page.

1 of 6

Customer number
860-885-3139-020

Date Due:	Jun 4, 2002
Total Due:	\$42.10

As a Sprint customer, we know you will have questions from time to time. Our commitment to you is this: If you call, we will listen and make every attempt to deliver complete satisfaction. Thank you for your business.

Previous charges	21.71
Payment April 26 - Thank you!	-21.71
<hr/> Balance	.00
Current month charges	42 10
Total amount due	\$42.10

Sprnt local services: page 3	24.28
USBI: page 5	17.82
Total current month charges	\$42.10

Local toll Qwest Communications Corp
Long distance Qwest Communications Corp
One or more of your carrier selections has been changed
since the last billing statement. See page 4



Please recycle

NNNNNNYNY 6

Please return this portion with payment



Customer number
660-885-3139-020

☐ Check here if information is requested on back

Date due June 4, 2002

Total amount due	\$42 10
------------------	---------

\$44.00 if received after June 8

Amount enclosed

Write your 13-digit customer number on check.
Make checks payable to



BESSIE GOODBRAKE
% SYLVIA JANE STACK
8104 GALE ST
ANNANDALE VA 22003-1226

Sprint
PO Box 219505
Kansas City MO **64121-9505**

07 66088531390207 000000000004210 000042109 0218607

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
860-885-3139-020

Important Information

State and federal regulatory news concerning your communication services

t - Truth-in-Billing

State and federal rules require identification of specific charges that may result in interruption of local phone service if not paid (t). Other services and equipment are available to customers as an added value, but are not required to provide your local phone service. Customers are responsible for the full amount due for any services requested. Please review your bill and notify Sprint of any unauthorized charges or changes to your account.

Important Information continued page 6

Get the latest news from Sprint!

Want to keep up with the latest news from Sprint? Sign up for our e-newsletters and you'll receive the latest news from Sprint in your inbox.

Send information to:

Name

E-Mail Address

Monthly statement: May 8, 2002

3 of 6

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Sprint Local Services

Summary of charges: May 8 - June 7

Local services for 660-885-3139	11.57
Other charges	2.50
Taxes and surcharges	10.21
Total Sprint local services	\$24.28

Detail of charges: May 8 - June 7

Local services for 660-885-3139	
Local phone service	11.42 t
Extended calling area	15 t
Total local services for 660-885-3139	\$11.57

Other charges	
Long distance carrier change	2.50
Total other charges	\$2.50

Taxes and surcharges	
Interstate access surcharge	5.00 t
For an explanation of the interstate access surcharge please call 1-800-938-1172	
Telecommunications relay surcharge	09 t
For an explanation of the telecommunications relay surcharge please call 1-800-938-1172	
Federal universal service fund	.50 t
For an explanation of the federal universal service fund please call 1-800-938-1172	
Number portability surcharge	48 t
For an explanation of the number portability surcharge please call 1-800-938-1172	
Emergency 911 surcharge	1 71 t
Federal tax	.62 t
State tax	74 t
Local tax	.38 t
County tax	09 t
Franchise tax	60 t
Total taxes and surcharges	\$10 21

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Change in Service

For your convenience this section of your bill is provided to easily identify any changes to your Sprint local service account since the last billing statement, and to confirm your carrier selections.

Summary for 660-885-3139

Current carrier selections

Confirmation

Local toll Qwest Communications Corp
changed from Sprint Apr 17

Carrier

Long distance Qwest Communications Corp
changed from MCI Apr 17

Carrier

Customer News

Contacting Sprint

For your convenience, information about your local phone service is available any time through Sprint's internet address— sprint.com/local. To speak with a customer care associate, call-in hours are:

Monday - Friday 8 a.m. - 6 p.m.

Saturday 9 a.m. - 1 p.m.

You can find the number of your Customer Care call center in the information pages of the telephone directory and on your bill.

Service problems can be reported 24 hours a day, seven days a week. Call toll-free 1-800-788-3600.

Call Before You Dig

Please help protect the telephone network against accidental outages from cable cuts by calling at least 48 hours before you dig or drill, toll-free 1-800-344-7483. We will locate buried cables for you free of charge.

Customer number
860-885-3139-020 USBI**USBI charges**

Call 1-888-479-8724 for billing inquiries

Sprint provides billing on behalf of USBI.

There is no connection between Sprint and USBI.

Please review all charges appearing in this section. Any question regarding these charges should be referred to the number provided for billing inquiries

Summary of USBI charges**Charges billed on behalf of Business Options Inc**

Call 1-888-479-8724 for billing inquiries

Miscellaneous charges

UNIV SERV FD	Apr 24	660-885-3139	3 75 t
MONTHLY SERVICE FEE	Apr 24	660-885-3139	4 90 t
UNIV SERV FD	May 2	660-885-3139	3 75 t
MONTHLY SERVICE FEE	May 2	660-885-3139	4 90 t

Total Business Options Inc charges \$17.30**Taxes****Federal tax** .52 t**Total USBI charges** \$17.82

Monthly statement: May 8, 2002

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Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-020

Important Information

State and federal regulatory news concerning your communication services.

Use of Customer Information

As we provide services to you, we develop information about the quantity, technical configuration, type, destination, amount of services you use, and other information found on your bill ("Consumer Information"). Sprint has the duty under federal law to protect the confidentiality of your Customer Information, and you have the right to control who uses it. Sprint may by law use your customer information to sell you additional services of the type you already buy from us. In order to serve you in the most effective and efficient manner, Sprint and its affiliates also may use your Customer Information for purposes of determining and offering other Sprint products and services that may interest you. If you would prefer that Sprint not use your Customer Information to offer you different types of Sprint services, now or in the future, please call 1-888-635-3733. Your decision will remain in effect until you tell Sprint to change it. Sprint's use of this information will greatly enhance our ability to meet your needs with the best rates, products and services. Be assured that your decision will have no impact on your current Sprint services and that we will not provide your Customer Information to other companies, unless you authorize us to do so.

Monthly statement: June 8, 2002

1 of 5

Customer service
1-800-788-3500

Internet address
sprint.com/local

Customer number
660-885-3139-020

Fast Facts

Date Due: Jul 3, 2002

Total Due: \$24.28

One Call Does It All

As a Sprint customer, we know you will have questions from time to time. Our commitment to you is this: If you call, we will do everything possible to ensure you only need to call us once. You told us you wanted this, and that's all we need to know. Thank you.

Customer summary

Previous charges	42.10
Payment June 3 - Thank you!	-42.10
<hr/> Balance	.00
Current month charges	24.28
Total amount due	\$24.28

Current month charges

Sprnt local services page 3	24.28
Total current month charges	\$24.28

Carrier selections

Local toll Sprint

Long distance Sprint

One or more of your carrier selections has been changed since the last billing statement. See page 4



Please recycle

NNNNYYY 5

Please return this portion with payment.



Customer service
1-800-788-3500

Internet address
sprint.com/local

Customer number
660-885-3139-020

Date due July 3, 2002

Total amount due	\$24 28
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\$26.18 if received after July 8

Amount enclosed

Write your 13-digit customer number on check.
Make checks payable to



AUTO CR**C052

BESSIE GOODBRAKE
% SYLVIA JANE STACK
8104 GALE ST
ANNANDALE VA 22003-1226

Sprint
PO Box 219505
Kansas City MO 64121-9505

.....

07 66088531390207 00000000002428 000024286 0221709

Customer service
1-800-788-3500

Internet address
sprint.com/local

Customer number
880-885-3139-020

Important Information

State and federal regulatory news concerning your communication services.

t - Truth-in-Billing

State and federal rules require identification of specific charges that may result in interruption of local phone service if not paid (t). Other services and equipment are available to customers as an added value, but are not required to provide your local phone service. Customers are responsible for the full amount due for any services requested. Please review your bill and notify Sprint of any unauthorized charges or changes to your account.

Important Information continued page 5

Get the latest news from Sprint!

Would like to receive e-mails advising me of local Sprint product announcements and news in my area.

Send information to

Name

E-Mail Address

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1 - see page 2 for explanation

Sprint Local Services	
Summary of charges: June 8 - July 7	
Local services for 660-885-3139	11.57
Other charges	2.50
Taxes and surcharges	10.21
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Extended calling area	15
Total local services for 660-885-3139	\$11.57
Other charges	
Long distance carrier charge	2.50
Total other charges	\$2.50
Taxes and surcharges	
Interstate access surcharge	5.00
For an explanation of the interstate access surcharge please call 1-800-938-1172 or visit sprint.com/taxes	
Telecommunications relay surcharge	.09
For an explanation of the telecommunications relay surcharge please call 1-800-938-1172	
Federal universal service fund	.50
For an explanation of the federal universal service fund please call 1-800-938-1172	
Number portability surcharge	.48
For an explanation of the number portability surcharge please call 1-800-938-1172	
Emergency 911 surcharge	1.71
Federal tax	.62
State tax	.74
Local tax	.38
County tax	.09
Franchise tax	.60
Total taxes and surcharges	\$10.21

Customer service 1-800-786-3500
Internet address sprint.com/local
Customer number 660-885-3139-020

Customer service 1-800-788-3500
Internet address sprint.com/local
Customer number 660-885-3138-020

Change in Service

For your convenience this section of your bill is provided to easily identify any changes to your Sprint local service account since the last billing statement, and to confirm your carrier selections.

Summary for 660-885-3139

Services and equipment
Sprint toll plan added May 20 R620199
Current carrier selections
Local toll Sprint
carrier freeze May 24
changed from Cwest Communications Corp May 23
Customer Carrier

Long distance Sprint
carrier freeze May 24
changed from Cwest Communications Corp May 23
Customer Carrier

Customer News

Talking Call Waiting lets you decide

Talking Call Waiting adds audio identification to your existing Call Waiting service. It lets you discreetly hear who's calling before you decide whether or not to take the call. Only you hear the announcement. Call the number listed on your phone bill or visit us at sprint.com and find out how you can take the guesswork out of who's calling. The answer will speak for itself.

Sprint Privacy ID® is Here!

The service you've been waiting for is here @ Sprint Privacy ID! With Sprint Privacy ID you'll be able to eliminate those "Unknown," "Private" or "Unavailable" messages that appear on your Caller ID. No more guesswork about who is calling because you'll know @ every time your phone rings. How? While Caller ID lets you see who's calling, Privacy ID goes on to intercept all of the unidentified callers and makes them record their identity so you always hear who is on the line. If they don't identify themselves, your phone doesn't even ring. You then have the option to accept the call, reject the call, send an anti-telemarketing message instructing them not to call again or send the call to MessageLine® Voice Mail if you subscribe to that service. It's that easy! Hear it for yourself. Visit sprint.com/local for an interactive demonstration.

Call Before You Dig

Please help protect the telephone network against accidental outages from cable cuts by calling at least 48 hours before you dig or drill. Toll-free 1-800-344-7483. We will locate buried cables for you free of charge.

Monthly statement: June 8, 2002

5 of 5

Customer service
1-800-788-3500

Internet address
sprint.com/local

Customer number
880-885-3139-020

Important Information

State and federal regulatory news concerning your communication services.

Sprint is committed to keeping its customers informed. Based on industry changes, Sprint is changing some of its existing rates, terms and conditions.

Effective July 8, 2002, Sprint is increasing its Carrier Universal Service Charge ("CUSC") from 9.8% to 11.3%. Sprint uses the CUSC to fund its required contributions to the Universal Service Fund ("USF"). Federal law requires Sprint to make these contributions to support telecommunication services to rural customers, schools and other entities that the Federal Communications Commission ("FCC") designates. The FCC determines the amount that Sprint and other carriers must pay into the USF and recently increased the percentage factor for Second Quarter 2002 USF payments.

If you require additional information regarding Sprint's rates, terms or conditions, please visit our web site at www.sprint.com/ratesandconditions/ or call 1-888-723-8010.